



PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant: Ruckart Examiner: James Kramer  
Serial No.: 10/015,250 Group Art Unit: 3627  
Filed: December 12, 2001 Docket No.: 60027.0317US01/BS01253  
Title: Methods and Systems for Communicating with Customers

CERTIFICATE UNDER 37 CFR 1.8: The undersigned hereby certifies that this correspondence and the paper(s), as described herein, are being deposited in the United States Postal Service, as first class mail, with sufficient postage, in an envelope addressed to: Commissioner for Patents, P.O. Box 1450, Alexandria, Virginia 22313-1450, on March 3, 2004.

By: \_\_\_\_\_

Leonard J. Hope  
Reg. No. 44,774

AMENDMENT AND RESPONSE

Commissioner for Patents  
P.O. Box 1450  
Alexandria, Virginia 22313-1450

**RECEIVED**

MAR 10 2004

**GROUP 3600**

Dear Sir:

The present communication is in response to the Office Action mailed December 3, 2003.

Please enter the following amendments and remarks addressing all points raised by the Office

Action as follows:

**Amendments to the Claims** are reflected in the listing of claims which begins on page 2 of this paper.

**Remarks** begin on page 6 of this paper.

3627

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE



Applicant: John Ruckart Examiner: James Kramer  
Serial No.: 10/015,250 Group Art Unit: 3627  
Filed: December 12, 2001 Docket: 60027.0317US01/BS01253  
Confirmation No.: 6309 Due Date: March 3, 2004  
Title: Methods and Systems for Communicating with Customers

**CERTIFICATE UNDER 37 CFR 1.8:**

I hereby certify that this correspondence is being deposited with the United States Postal Service as first class mail, with sufficient postage, in an envelope addressed to: Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450 on March 3, 2004.

By: Leonard J. Hope  
Name: Leonard J. Hope  
Reg. No. 44,774

Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

**23552**  
PATENT TRADEMARK OFFICE

Sir:

We are transmitting herewith the attached:

- ☒ Transmittal Sheet in duplicate containing Certificate of Mailing
- ☒ Amendment
- The fee has been calculated as shown below in the "Claims as Amended" table
- ☒ Return postcard

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MAR 10 2004  
**GROUP 3600**

CLAIMS AS AMENDED

Claims Remaining After Amendment		Highest Number Previously Paid For		Present Extra		Rate		Fee
Total Claims								
13	-	20	=	0	x	18.00	=	\$0.00
Independent Claims								
2	-	3	=	0	x	86.00	=	\$0.00
MULTIPLE DEPENDENT CLAIM FEE								\$0.00
TOTAL FILING FEE								.00

Please consider this a PETITION FOR EXTENSION OF TIME for a sufficient number of months to enter these papers or any future reply, if appropriate. Please charge any additional fees or credit overpayment to Deposit Account No. 13-2725. A duplicate of this sheet is enclosed.

MERCHANT & GOULD P.C.  
P.O. Box 2903, Minneapolis, MN 55402-0903  
612.332.5300

By: Leonard J. Hope  
Name: Leonard J. Hope  
Reg. No.: 44,774  
LJH